

COMMONWEALTH OF KENTUCKY
BEFORE THE UTILITY REGULATORY COMMISSION

* * * * *

In the Matter of

THE COMPLAINT OF MRS. MARY)
BOLTON, GEORGETOWN, KENTUCKY)
AGAINST SOUTH CENTRAL BELL) CASE NO. 7805
TELEPHONE COMPANY)

O R D E R

On January 24, 1979 the Commission received a letter from Mrs. Mary Bolton, Georgetown, Kentucky (Appendix "A") concerning denial of telephone service by South Central Bell Telephone Company (Company) because of a telephone bill owed by her daughter, Ms. Lucy Jackson who resides with her.

On March 22, 1980 the Commission received a letter from the Company (Appendix "B") stating, among other things, that Mrs. Bolton's service had been disconnected for non-payment and that the Company did not intend to provide service as long as Ms. Jackson continues to reside at the location and continues to owe the final bill.

The Commission, having considered the matter and being advised, on its own Motion,

ORDERS That this matter be and it hereby is set for hearing on April 28, 1980 at 10:00 a.m., Eastern Daylight Time, in the Commission's offices at Frankfort, Kentucky.

IT IS FURTHER ORDERED That South Central Bell Telephone Company appear at the scheduled hearing and present testimony relative to this matter.

Done at Frankfort, Kentucky, this 8th day of April, 1980.

UTILITY REGULATORY COMMISSION


For the Commission

ATTEST:

Secretary

RECEIVED

JAN 24 1979

PUBLIC SERVICE
COMMISSIONGeorgetown, Ky
January 21, 1979

Dear Sir:

To whom this may concern
I don't know if this letter will do
any good, but I saw in the Lexington
Herald-Leader, where I could write to
this address, if you had a telephone
problem. The problem is that my
daughter has a 565 telephone bill
hanging over her head that is not all
of her bill. Lucy has had the phone
for 3 or 4 years, and every since she
has had the phone, she has had
problems every month her phone bill
has been one hundred dollars or
fifty dollars, once or twice I think
it was \$70. dollars. Lucy has always
kept her phone bill paid, and they
have had to pay the same phone
twice and she went on and paid it

to have the Phone. The Phone was out
 one year Sept 19, this year pass. Lucy
 had paid her June bill in full. And
 she got her July bill was a \$264.31
 then August Bill came in 442.99

In Sept 19 the phone was out off. Then
 in October, Lucy got a telephone
 bill for 574.25 And she hadn't
 had a phone since Sept. And
 just like Lucy would pay a bill
 one month, the next month that
 same bill would be on her telephone
 bill from Jan 77 up to June 77
 Lucy had paid \$206.77 on her
 telephone. Well as you know it
 never was a Private Phone that
 had that large a telephone bill, and
 if some body messed up a telephone
 bill like that for you all, you all
 would turn over high heaven with
 some body would look at these bills

And would be honest about them
 they have two and 3 months bill all
 in one. They would not let us
 have a telephone on account of Lucy's
 bill, but I talked to a lawyer and
 he said that they couldn't keep me
 from having a phone put in here
 because Lucy is over 18 years old
 and I am not responsible for
 her bills. Lucy is willing to
 pay half of this bill but \$5 that
 is not fair because all of that
 bill do not belong to us and I
 don't think it is fair for her to
 pay a bill that some one else has
 made. I have all of her bills any
 body can look at them. If Lucy has
 to pay all of this telephone ^{the} bill God is
 going to make some body suffer
 for it. Mary Bolton.

Bolton, Mary
Georgetown, Kentucky

APPENDIX "B"

South Central Bell

S. S. Dickson
Assistant Vice President

P. O. Box 32410
Louisville, Kentucky 40232
Phone (502) 582-8702

March 15, 1979

RECEIVED

Mr. Richard D. Heman, Jr.
Secretary
Public Service Commission
of Kentucky
Frankfort, Kentucky 40601

MAR 22 1979

PUBLIC SERVICE
COMMISSION

Dear Mr. Heman:

This is in reference to your letter of January 25, 1979,
concerning Mrs. Mary Bolton of Georgetown, Kentucky.

Mrs. Bolton talked with Mr. F. L. Gerwing, on my staff, in August of 1977, concerning long distance charges on her daughter's, Ms. Lucy Jackson, telephone bill. Mr. Gerwing had personally investigated to whom the calls were made and who had placed those calls. He then talked with Ms. Jackson and she agreed that she had placed the calls. Ms. Jackson did state that some of the calls had been billed in error. Mr. Gerwing advised her to review the bill and to identify the specific calls that had been billed incorrectly. Ms. Jackson was suppose to get back in touch with us with that information and she never did.

The service was disconnected for non-payment and we have had requests for telephone service from three different people at this same location. Ms. Jackson still resides at this location and would have access to the telephone. We will not provide service as long as Ms. Jackson lives there and continues to owe us a large final bill.

If you need any further information, please let me know.

Yours very truly,


Assistant Vice President